



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending June 30, 2015

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.00	3.80	3.90	3.90
B. Operator Answer Time - Information [730.510(a)(1)]	8.38	5.30	7.14	6.94
C. Repair Office Answer Time [730.510(b)(1)]	43.00	47.00	70.00 *	53.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	44.00	90.00 *	123.00 *	85.67 *
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 30 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.57	1.70	1.63	1.63
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	3.45%	8.82%	4.65%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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